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Step-by-Step Configuration Guide

BlackBerry Internet Service 2.0

Date Created : 18/05/2006
Date Updated : 18/05/2006

Disclaimer:
The configuration guide shown here are for the configuration of BlackBerry Wireless Handhelds™ for the use of BlackBerry Internet Solution. The features of the models may not match the reviewed model and vendor's configuration may vary due to changing specifications of handheld and availability.

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Getting Started

Thank you for subscribing to BlackBerry Internet Service by SingTel.

To begin using your BlackBerry Internet Service and redirect your emails to your BlackBerry Wireless Handheld, please refer to the User guide here to activate your BlackBerry email account and also start creating email accounts of your preferred choice. You can configure up to 10 email accounts such as your SingNet, Hotmail accounts, etc

Enjoy the convenience and freedom of BlackBerry Internet Service by SingTel now that, your business and personal emails could find you anywhere, anytime.

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Upgrade Your BlackBerry Internet Service Account via Website

This section describes on the user expectation for the BlackBerry Internet Service upgrade via Website

Instructions – How To Upgrade

1. Go to SingTel home page at **http://home.singtel.com** > **Mobile** > **Other Services section** > **BlackBerry Internet Service**,

   Click **Login** to enter to the BlackBerry Internet Service Login page and a flash page will pop-up

Upgrade to BlackBerry Internet Service 2.0!
Why Upgrade?
You can keep all of the email addresses that you have added to the BlackBerry Internet Service. You can configure features specific to each email address, like filters, reply-to address, Friendly Name, and Auto Signature. Improved synchronization means that you no longer have to manage the same email in two different locations—emails that you read on your BlackBerry device are marked as read in the originating email address Inbox. The same is true for deleting messages. Replies that you send from your BlackBerry device are saved in the Sent Items folder of the integrated email address.
You no longer have to worry about your mailbox getting full; instead, messages older than 30 days are deleted from the BlackBerry device (but not from your original email account).
You can use your BlackBerry email address to compose, read, and reply to messages on your BlackBerry device. If you receive an email message at your BlackBerry address that you want to keep indefinitely, just forward it to one of your other email addresses.
What's Different?
The BlackBerry Internet Service desktop Inbox view is not available in version 2.0. Instead, you can manage all of your email messages directly on your BlackBerry device. Most of your BlackBerry Internet Service account settings are configurable from your BlackBerry device as well but you can still use the BlackBerry Internet Service website to configure your email address settings if you prefer.
When Should You Upgrade?
You can choose to upgrade now by clicking the Yes button, or you can upgrade later after you have had a chance to use your BlackBerry Internet Service Inbox view to delete, forward, or print some email messages. Click No to delay upgrading to the latest version of the BlackBerry Internet Service.
What You Need to Know (or Important Notes)
When you choose to upgrade, your existing BlackBerry Internet Service email messages are available on your device for 30 days.
Existing filters are not migrated with your BlackBerry Internet Service account information.
You may be prompted to download the most recent version of the BlackBerry Mail Connector.
Do you wish to upgrade your BlackBerry Internet Service?
Yes
No

2. If you click '**No**', you will see the existing web interface

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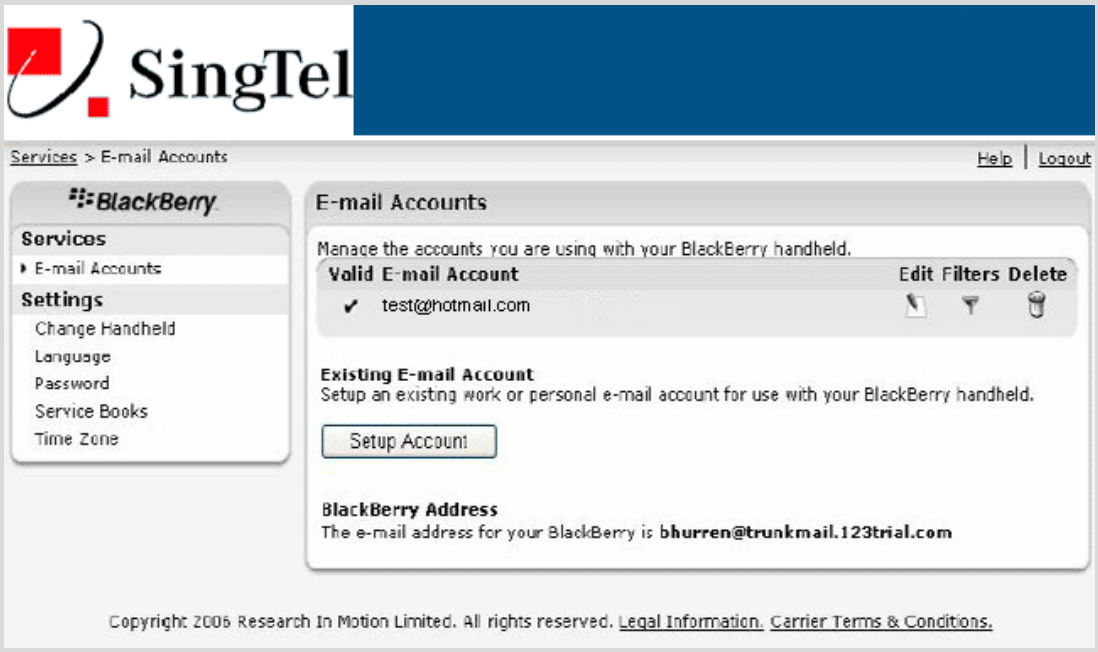
3. If you click '**Yes**', you will see the new web interface



Note:
You will see that the mailbox had been removed in the new version. All your mails will be pushed directly into your handheld. You can adjust your settings in the website

4. Proceed to the following sections on the respective various settings

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Setting Up Your Blackberry Internet Email Account via Website

This allows you to create an account and change the account information via Website

Instructions – How To Create an Account

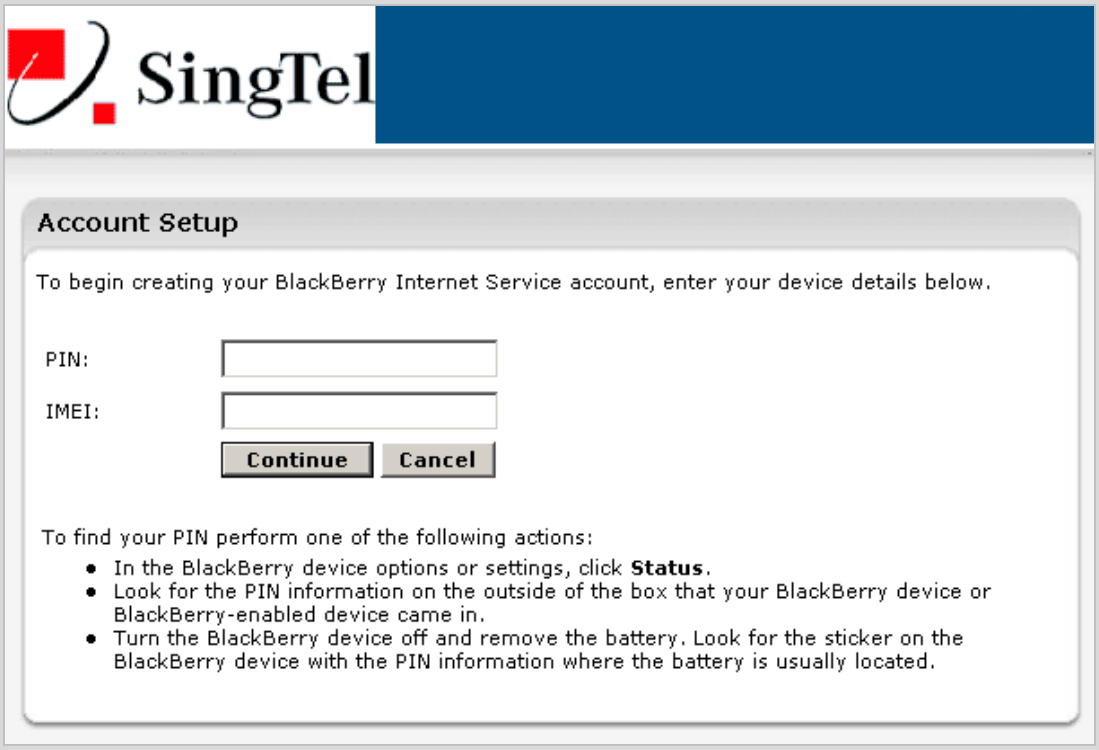
1. To begin using this service, check that you have Internet access and your BlackBerry Wireless Handhelds™ ready.

2. Go to SingTel home page at **http://home.singtel.com** > **Mobile** > **Other Services section** > **BlackBerry Internet Service**,

   Click **Login** to enter to the BlackBerry Internet Service Login page and click on **Create New Account** button

   Click **I Agree** on the Terms & Conditions

3. On the Account Set-up Page, enter your **PIN** and **IMEI** numbers, and click **Continue**


SingTel
Account Setup
To begin creating your BlackBerry Internet Service account, enter your device details below.
PIN:
IMEI:
Continue
Cancel
To find your PIN perform one of the following actions:
In the BlackBerry device options or settings, click Status.
Look for the PIN information on the outside of the box that your BlackBerry device or BlackBerry-enabled device came in.
Turn the BlackBerry device off and remove the battery. Look for the sticker on the BlackBerry device with the PIN information where the battery is usually located.

Note:
PIN (**P**ersonal **I**dentification **N**umber) and **IMEI** (**I**nternational **M**obile **E**quipment **N**umber) are specific to your particular handheld and contain information of your current handheld.

These numbers can be found on your BlackBerry Wireless Handheld™. From Home screen, go to Options > Status, the information is displayed there.

When you enter the IMEI number, **omit** the '**.**' (dot) and '**-**' (dash)
Eg. in your device, the IMEI number is 123.456.789xx in your BIS, you should enter as 123456789xxx

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4. On the User ID Information page, enter the **User ID**, **Password, Confirm Password** and choose the **Language** to be displayed on BIS website

Note:

User ID	This is your UNIQUE login ID for BlackBerry Internet Service
Password/Confirm Password	This is the password to your account. It is case-sensitive and must be between 4 to 16 characters. Re-type to confirm the password
Language	The display language for the BlackBerry Internet Service website

5. Click the **Sign Up** button to proceed to add e-mail account

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6. Enter your **Email Address**, **Password** for the email and **Confirm Password**

SingTel
Services > E-mail Accounts
Help | Logout
Add e-mail account
To add an e-mail account, enter the e-mail address and the password that is used to access the e-mail account. If you need help determining what password to enter, click here.
E-mail Address:
Password:
Confirm Password:
Cancel
Next >
Would you like an e-mail address for your BlackBerry?
Choose a user name that will become the first part of your BlackBerry e-mail address.
Username:
@trunkmail.123trial.com

You may also create a BlackBerry e-mail address by entering the **Username**. Click **Next** to complete the setup

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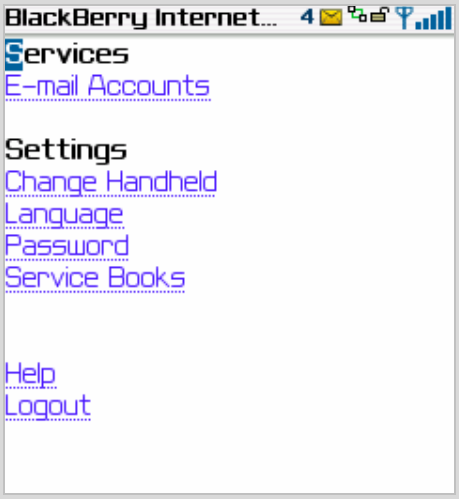
Upgrade Your Blackberry Internet Service Account via BlackBerry Handheld

A. This section describes on the user expectation for the BlackBerry Internet Service upgrade via your BlackBerry 7100 series

Instructions – How To Upgrade via Handheld	
1.	Turn on the BlackBerry handheld by pressing the Power Button.
2.	Turn on the device's radio transmitter: on the Home screen, click Settings, then click the Turn Wireless On icon and wait for GPRS to appear in uppercase.
3.	Login to BlackBerry Internet Service website and the upgrade page will be displayed on the browser
4.	If you click '**No**', you will see the existing web interface
5.	If you click '**Yes**', you will see the new web interface 

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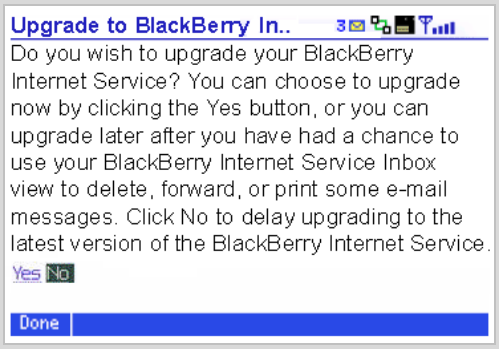
Upgrading Your Blackberry Internet Email Account via BlackBerry Handheld

B. This section describes on the user expectation for the BlackBerry Internet Service upgrade via your BlackBerry 7290/8700 series

Instructions – How To Create an Account
1. Turn on the BlackBerry handheld by pressing the Power Button.
2. Turn on the device's radio transmitter: on the **Home** screen, click **Settings**, then click the **Turn Wireless On** icon and wait for GPRS to appear in uppercase.
3. Login to BlackBerry Internet Service website and the upgrade page will be displayed on the browser  Upgrade to BlackBerry In.. Do you wish to upgrade your BlackBerry Internet Service? You can choose to upgrade now by clicking the Yes button, or you can upgrade later after you have had a chance to use your BlackBerry Internet Service Inbox view to delete, forward, or print some e-mail messages. Click No to delay upgrading to the latest version of the BlackBerry Internet Service. Yes No Done
4. If you click '**No**', you will see the existing web interface
5. If you click '**Yes**', you will see the new web interface

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Setting up Your Blackberry Internet Service Account via BlackBerry Handheld

A. This allows you to create an account on your BlackBerry 7100g and once your account has been created, it allows other email accounts to be set up to work with your BlackBerry.

Instructions – How To Create an Account

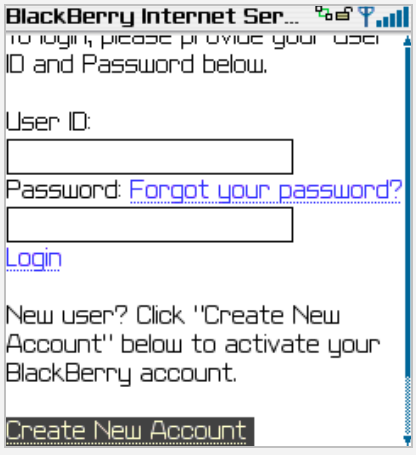
1. Turn on the BlackBerry handheld by pressing the Power Button.

2. Turn on the device's radio transmitter: on the **Home** screen, click **Settings**, then click the **Turn Wireless On** icon and wait for GPRS to appear in uppercase.

3. On your home screen, click **Settings**, then click **E-mail Settings***.

* E-mail Settings only appear once for the initial creation of BIS account. Upon successful creation of your BIS account, E-mail Settings will not appear on the Home Screen.

4. On the Welcome screen, click **Create New Account**.


BlackBerry Internet Ser...
ID and Password below.
User ID:
Password: Forgot your password?
Login
New user? Click "Create New Account" below to activate your BlackBerry account.
Create New Account

5. Click **Yes** to accept the legal terms and conditions to proceed to the next step.

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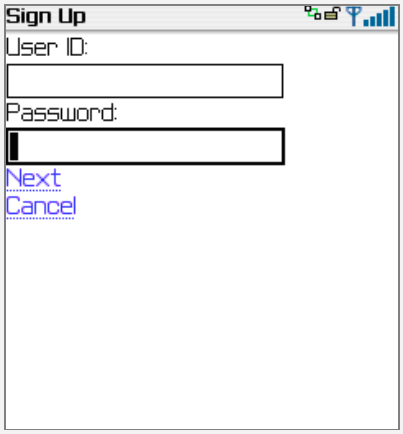
6. Enter the **User ID** & **Password**. Then click **Next**



** Remember to save this info so you don't forget!

7. Scroll your cursor to select the **English** language option, then the browser will lead you to E-mail account setup page

Enter **E-mail address**, the **Password** to the email & re-type to **Confirm Password**.

Then click **Next** & **OK** to complete the setup

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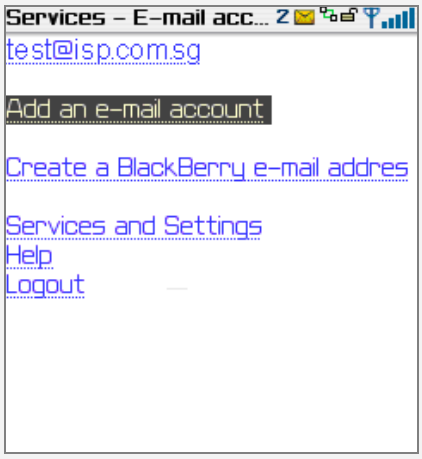
8. You may continue to add another email account or create a BlackBerry email address



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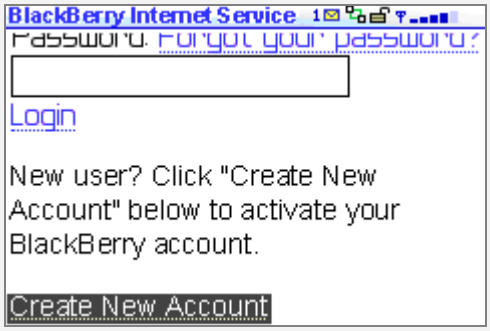
Setting Up Your Blackberry Internet Email Account via BlackBerry Handheld

B. This allows you to create an account via BlackBerry 7290/8700 and once your account has been created, it allows other email accounts to be set up to work with your BlackBerry.

Instructions – How To Create an Account
1. Turn on the BlackBerry handheld by pressing the Power Button.
2. Turn on the device's radio transmitter: on the **Home** screen, click **Settings**, then click the **Turn Wireless On** icon and wait for GPRS to appear in uppercase.
3. On your home screen, click **Settings**, then click on the **E-mail Settings* icon**.   * E-mail Settings only appear once for the initial creation of BIS account. Upon successful creation of your BIS account, E-mail Settings will not appear on the Home Screen.
4. On the Welcome screen, click **Create New Account**. 
5. Click **Yes** to accept the legal terms and conditions to proceed to the next step.

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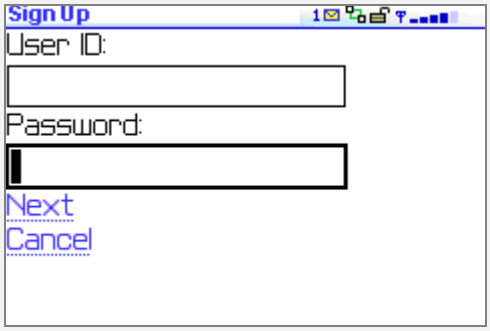
6. Enter the **User ID** & **Password**. Then click **Next**



** Remember to save this info so you don't forget!

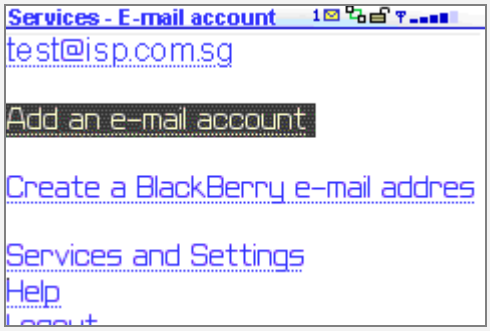
Note: Click on the '**?**' mark for help.

7. Scroll your cursor to select the **English** language option, then the browser will lead you to E-mail account setup page

Enter **E-mail address**, the **Password** to the email & re-type to **Confirm Password**.

Then click **Next** & **OK** to complete the setup

8. You may continue to add another email account or create a BlackBerry email address



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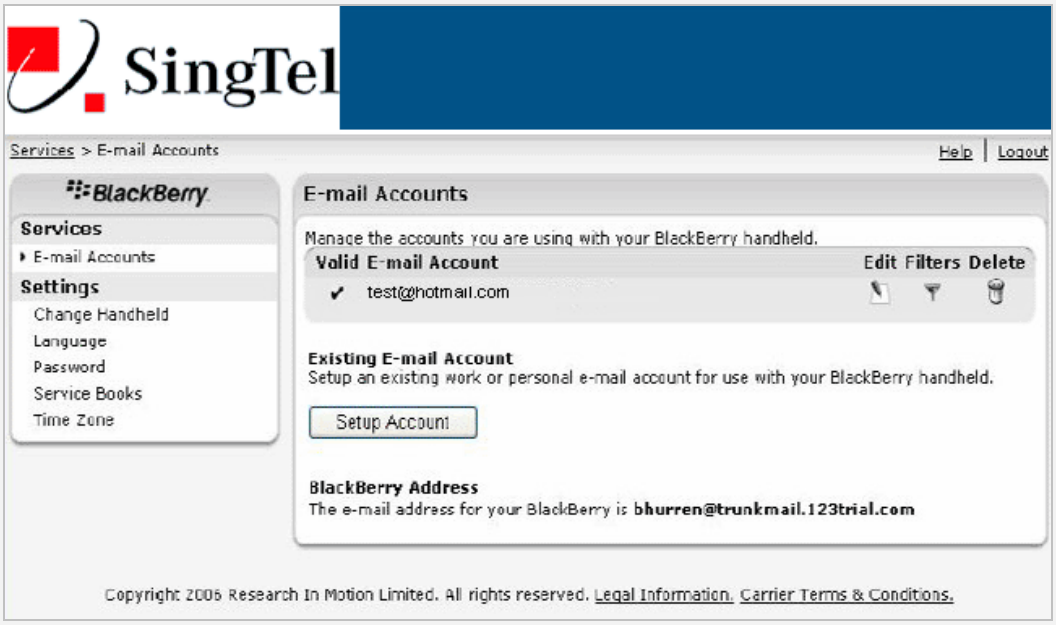
Managing Your BlackBerry Internet Service Settings

This section describes on what are the different function in the settings

Instructions – How To Navigate the Settings

1. Login to the **BlackBerry Internet Service page**.

2. On the left navigation column, you can
   - ✓ Add/Edit/Delete Email Accounts
   - ✓ Change Handheld
   - ✓ Change the login Password to the BlackBerry Internet Service website
   - ✓ Send your own Service Books to your handheld
   - ✓ Time Zone



For more information, on the top-right corner, click **Help**

3. To add another email account. Click **Setup Account**.

   Enter the **Email Address**, the **Password** to the email & re-type to **Confirm Password**, then click **Next**. A pop-up confirmation message will be prompted to you informing that your account is successfully set up with the BlackBerry Internet Service.

   You may also edit, delete or create filters on your email account by clicking on the respective icon

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4.	To change handheld, from the left navigation column, click **Change Handheld**. Enter the new **PIN** and **IMEI** number, then click **Save** to save changes. A pop-up confirmation message will be prompted to you informing that the handheld had been successfully changed.
5.	To change login password, on the left navigation column, click **Change Password**. Enter the new password at the **Change Password**, re-type to **Confirm Password**. A pop-up confirmation message will be prompted informing you that the password been successfully changed
6.	To send service books to your handheld, on the left navigation column, click **Service Books**. Click on **Send Service Books** button. A pop-up confirmation message will be prompted informing you that the service books are successfully sent.

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Activate Your BlackBerry Internet Web Browser

This allows you to access and surf Internet Web pages on your BlackBerry Wireless Handheld™.

Instructions – How To Activate Your BlackBerry Internet Web Browser	
1.	Before getting the browser, please check your handheld version. For BlackBerry 72xx and 77xx series: From the home screen of your handheld, go to **Options** then **About**. It should read: BlackBerryTM 7xxx Wireless Handheld ***vX.X****.XX* (Platform x.x.x.x) If your handheld reads ***vX.X*** as v4.0. Please proceed to the next step. If your handheld reads v3.7, please proceed to Step 3 For BlackBerry 7100g: Please proceed to Step 4
2.	On your handheld, go to **Options** and select **Network**. Press the **Trackwheel** and select **Register Now** The service book will be pushed into your handheld. On the home screen, you should see an icon (Internet Browser)
3.	On your handheld, go to **Options** and select **Host Routing Table**. Press the **Trackwheel** and select **Register Now** The service book will be pushed into your handheld. On the home screen, you should see an icon (Internet Browser)
4.	On your handheld, go to **Settings** then **Options** and select **Host Routing Table**. Press the **Trackwheel** and select **Register Now** The service book will be pushed into your handheld. On the home screen, you should see **Internet Browser**

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Setting Up For Use While Roaming

Before using the BlackBerry service when traveling out of Singapore, you will need to manually select the appropriate SingTel Mobile GPRS roaming partners in order to user the BlackBerry service. Please visit to this website for the list of SingTel Mobile GPRS roaming partners.

Then proceed to the following steps to setup the network.

Instructions – How To Setup to Be Roaming Ready	
1.	On the **Home** screen of your BlackBerry Wireless Handheld™, go to **Options** and go to **Network**
2.	Click on the **Trackwheel**, scroll to **Scan Mode** and click it. Select **Change Option** and change it to **Manual** instead of Automatic
3.	Scroll to **Please do a scan** and click on the **Trackwheel** and choose **Scan for Networks** **Note**: Please ensure that you are in an area of good coverage while doing this. If you do not see any expected names, you may be in an area of poor coverage.
4.	Scroll to the SingTel Mobile GPRS Roaming Partner Network. Click on the **Trackwheel** to **Select Network**
5.	Click on **Trackwheel** to **Register Now** and click again to **Save**
6.	Escape to return to the Home screen, you should see a registration message in your Messages folder. This indicates that you now set for roaming in the host country.

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Troubleshooting

1. **Why can't I send or receive email?**

   Please ensure that
   - ✓ your BlackBerry Radio Signal is on in your Home screen
   - ✓ you are in an area of sufficient wireless coverage. You should see a **GPRS** sign on the top right hand corner of the handheld Home screen

   Else, try to reactivate your account
   - ✓ Login to BlackBerry Internet Service
   - ✓ On the left navigation column, click **Service Books**
   - ✓ Click **Send Service Book**

2. **Why am I not able to add an Internet email account to the BlackBerry Internet Service?**

   Please verify that your Internet email account supports POP3. Contact your Internet service provider for more information

3. **When I attempt to add an Internet email account, I encountered a message "We were unable to configure this mailbox. Please tell us how you access this email account". Why is that so and how should I go about it?**

   The email address you had entered may not support POP3 or it is not recognized by BlackBerry Internet Service. Please contact your Internet service provider for more information. For more information, on the menu bar, click **Help**

4. **Where can I find more information?**

   - ✓ For information on setting account and email options, refer to the online Help in the BlackBerry Internet Service (on the menu bar, click Help)
   - ✓ For information on using the BlackBerry Wireless Handheld, refer to the Getting Started Guide included in your package.
   - ✓ For other information, please visit SingTel home page

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